

**XXXI. CIVIL SERVICE COMMISSION****A. CIVIL SERVICE COMMISSION****STRATEGIC OBJECTIVES****SECTOR OUTCOME**

People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services

**ORGANIZATIONAL OUTCOME**

Improved quality of civil servants

**PERFORMANCE INFORMATION**

<u>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2020 TARGETS</u>
Improved quality of civil servants		
<b>CIVIL SERVICE HUMAN RESOURCE GOVERNANCE PROGRAM</b>		
<b>CIVIL SERVICE HR POLICY AND INFORMATION MANAGEMENT SUB-PROGRAM</b>		
Outcome Indicators		
1. Number of users utilizing data for policy and program development of agencies	For baseline setting	70,000
2. Percentage of stakeholders who rate the policies as satisfactory or better	70%	70%
3. Number of accredited agencies with PRIME HRM Bronze Level Award	56	56
4. Number / Percentage of agencies with functional Strategic Performance Management System (SPMS)		
Output Indicators		
1. Number of assisted agencies compliant with PRIME HRM Systems (Maturity Level 2: Process-defined HR Systems) [RECOGNITION]	89	181
2. Timely updating of Government Human Resource Inventory (Annual)	2017 IGHR released in July 2018	2019 IGHR released in July 2020
3. Percentage / number of authenticated copies of requested records issued within prescribed time	100%	100%
<b>PUBLIC ASSISTANCE SUB-PROGRAM</b>		
Outcome Indicator		
1. Percentage / number of Frontline Service Offices (FSO) with Report Card Survey passing rate	65.00%	For removal/deletion starting FY 2020 (already on Anti-Red Tape Authority mandate)
Output Indicators		
1. Resolution rate (of received and referred complaints via PACD / CCB / 8888)	89.40%	90%
2. Percentage / number of Frontline Service Offices (FSO) covered with Report Card Survey	100%	100%
<b>CIVIL SERVICE PROFESSIONALIZATION AND WORKPLACE COOPERATION PROGRAM</b>		
<b>CIVIL SERVICE PROFESSIONALIZATION SUB-PROGRAM</b>		
Outcome Indicators		
1. Number of eligibles absorbed in the government using their Certificate of Eligibility for the first time	For baseline setting	12,000
2. Number / Percentage of appointments acted upon over appointments received		55%

## Output Indicators

1. Number / percentage increase in the pool of eligibles	45,000	48,880
2. Number of civil service examination conducted according to time and venue planned	10	12
3. Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes		

**CIVIL SERVICE CAPABILITY BUILDING SUB-PROGRAM**

## Outcome Indicator

1. Number of agencies reporting application of learning (Level 3 Learning & Development Evaluation of Behavior/Application)	For baseline setting	40
---	----------------------	----

## Output Indicators

1. Number / percentage of Learning & Development participant days	95,000	115,000
2. Overall Learning and Development Satisfaction Rating	94% at least VS	94% at least VS

**PUBLIC SECTOR UNIONISM SUB-PROGRAM**

## Outcome Indicator

1. Percentage of CNA-related disputes resolved through amicable settlement	50%	49%
--	-----	-----

## Output Indicators

1. Number of agencies with accredited public sector unions	888	1,008
2. Number of accredited PSUs with CNAs	560	840

**ADMINISTRATIVE JUSTICE PROGRAM**

## Outcome Indicator

1. Administrative Case Disposition Rate (Promulgation Rate)	55%	60%
---	-----	-----

## Output Indicator

1. Case resolution rate	70%	70%
-------------------------	-----	-----